

IT Goal State

STRATEGIC DIRECTION

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An *IT Goal State* is a vision for the future of IT within an organization. The project Steering committee developed the following IT Goal State:

- ◆ **The City will use innovative technology to improve services to internal and external customers**
- ◆ **The City will, in a fiscally responsible manner, implement e-Government services in areas that either:**
 - Have a high transaction volume
 - Provide high impact to the community
- ◆ **The MIT committee will be responsible for guiding the IT strategic plan**
- ◆ **The City's technical infrastructure and applications are supported centrally by MIT**
- ◆ **City staff will acquire computer literacy skills as necessary to perform their job functions**
- ◆ **The City will deploy mobile technology to field staff as required to improve efficiency and service**

Implementing the recommendations in this plan will allow Annapolis to achieve this goal state over the next three to five years.